

Patient Advocacy-New York Services Network  
October 19, 2010

**Re: [REDACTED] Allegation #5837:** On May 25, 2010, [REDACTED], a former patient of New York Services Network, alleged that his confidentiality was breached. He reported that he had told his counselor, Ms. Morris, that Mr. Yuri Bambit, manager of his residence, uses some residents to intimidate other residents, i.e., him. He stated that his counselor, Ms. Morris shared this information, without his consent, with Mr. Bambit and as a result he was evicted from the home. The counselor mentioned in the allegation has been dismissed as a result of illegal activities and is presently being investigated by the CASAC investigations team.

A review of [REDACTED] chart record showed no releases for an exchange of information between the sober home, Richmond House, and NYSN, or progress notes reflecting a discussion with the program director. The discharge summary offered little as to his discharge status however, his counselor, Ms. Morris, is the one under investigation. The PRU team was advised that Ms. Morris (CASAC) had also sabotaged client chart records. [REDACTED] requested OASAS address the following issues: (1) confidentiality violation; (2) unauthorized evaluation by resident manager; and (3) no choice referral to NYSN.

~~Re: [REDACTED] Allegation #6230: On October 10, 2010, Mr. Powell, a former patient of New York Services Network, alleged that he was illegally evicted from the program's non-certified home at 5242 Miller Avenue, Bayside, NY 11207 because he was owing the program a fee. Mr. Powell's complaint for nonpayment of work (painting rooms) performed at 543, 544, and 545 Miller Avenue. As per Mr. Fred Middleton, Program Director, he stated he was unable to speak to the issue since he was not aware of any problems. Mr. Powell's discharge summary stated he completed his treatment and was not to be mentioned of an issue with the sober home.~~

### Investigation Results

~~Unable to confirm [REDACTED] allegations because [REDACTED] chart record did not reflect any negative treatment/housing issues. As to [REDACTED] allegation of breach of confidentiality, there was no official documents/releases giving proper consent allowing an exchange of information between the sober home and NYSN were found in his chart record.~~

It should be noted that patients are asked to sign releases allowing NYSN to discuss treatment, attendance and toxicology results with the sober home managers, many of whom are residents. Additionally, NYSN communicates daily with sober homes, exchanging information, however there is no record of this correspondence in the chart records; no written progress notes. Director, Fred Middleton confirmed this stating that "if the counselors were to write a note every time they spoke to the sober home the chart record would be voluminous." The communication between NYSN and the sober homes is inappropriate clinically, and violates the client's right to privacy.